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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INFORMATION DISCLOSURE STATEMENT

Atty. Docket No. 3-1-24  
WHIS1100-3



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FEB 26 2004

GROUP 3600

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

|  |  |
|--|--|
| Applicant<br><b>Rod Mancisidor, et al.</b>   |  |
| Application Number<br><b>09/909,250</b>  | Application Date<br><b>July 19, 2001</b> |
| For<br><b>EXPERT SYSTEM SUPPORTED INTERACTIVE<br/>PRODUCT SELECTION AND<br/>RECOMMENDATION</b> |  |
| Group Art Unit<br><b>3629</b>  | Examiner<br><b>Dixon, Thomas A.</b>      |

Certificate of Mailing Under 37 C.F.R. 1.8

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on FEB 19 2004.

Laura M. McGuire

INFORMATION DISCLOSURE STATEMENT

In compliance with the duty of disclosure under 37 C.F.R. § 1.56, it is respectfully requested that this Information Disclosure Statement be entered and the documents listed on the attached PTO forms be considered by the Examiner and made of record. Copies of the listed documents are enclosed for the convenience of the Examiner.

In accordance with 37 C.F.R. §§ 1.97 (g), (h), this Information Disclosure Statement is not to be construed as a representation that a search has been made, and is not to be construed to be an admission that the information cited is, or is considered to be, material to patentability as defined in 37 C.F.R. § 1.56(b).

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While Applicants believe no fees are due in connection with the filing of this Information Disclosure Statement, if any fees are due, the Commissioner is hereby authorized to charge Deposit Account No. 50-0456 of Gray Cary Ware & Freidenrich LLP.

Respectfully submitted,

**Gray Cary Ware & Freidenrich LLP**  
Attorneys for Applicant

Steven R. Sprinkle  
Reg. No. 40,825

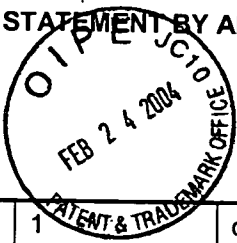
Dated: 2/18, 2004

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PTO/SB/08B (04-03)

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|---|----|--|---|------------------------|--|-----------------|--|
| <b>INFORMATION DISCLOSURE<br/>STATEMENT BY APPLICANT</b><br> |    | Application Number   |   | 09/909,250             |  |                 |  |
|   |    | Filing Date  |   | July 19, 2001          |  |                 |  |
|   |    | First Named Inventor   |   | Mancisidor, et al.     |  |                 |  |
|   |    | Group Art Unit   |   | 3629                   |  |                 |  |
|   |    | Examiner Name  |   | Dixon, Thomas A.       |  |                 |  |
| Sheet   | 1  | of   | 1 | Attorney Docket Number |  | WHIS1100-3      |  |
| <b>NON-PATENT LITERATURE DOCUMENTS</b>  |    |  |   |                        |  |                 |  |
| /GA/  | C1 | Carchiolo, et al. "An Agent Based Platform for a Service Provider", NEC Research Index Online, 1998, Retrieved from the Internet: <a href="http://citeseer.nj.nec.com/91085.html">http://citeseer.nj.nec.com/91085.html</a> , pp. 1-6, 1998.             |   |                        |  |                 |  |
|   | C2 | Caswell et al., "Using Service Models for Managemetn of Internet Services", IEEE Journal on Selected Areas in Communications, May 2000, Vol, 18, Issue 5, pp. 686-701.   |   |                        |  |                 |  |
|   | C3 | McNight, et al. "Pricing Internet services: Proposed Improvements", Computer, March 2000, Vol. 33, pp. 108-109.  |   |                        |  |                 |  |
|   | C4 | Gibbens et al., "Internet Services Classes Under Competition, " IEEE Journal on Selected Areas in Communications, December 2000, Vol. 18, No. 12.  |   |                        |  |                 |  |
|   | C5 | Semret et al., "Pricing, Provisioning and Peering: Dynamic Markets for Differentiated Internet Services and Implications for Network Interconnections," IEEE Journal on Selected Areas in Communications, December 2000, Vol. 18, No. 12, pp. 2499-2513. |   |                        |  |                 |  |
|   | C6 | Bakos, Y., "The Emerging Role of Electronic Marketplaces on the Internet", Communications of the ACM, August 1998, vol. 41, No. 8, pp. 35-42.  |   |                        |  |                 |  |
| ↓   | C7 | Johnson et al., "Consulting Without Consultants: Expert Systems Applications in User Services", Proceedings of the 17th Annual ACM SIGUCCS Conference on User Services, 1989, pp. 335-342.   |   |                        |  |                 |  |
|   |    |  |   |                        |  |                 |  |
|   |    |  |   |                        |  |                 |  |
|   |    |  |   |                        |  |                 |  |
| Examiner Signature  |    | /Gerardo Araque  |   | <b>RECEIVED</b>        |  | Date Considered |  |
|   |    |  |   |                        |  | 03/10/2009      |  |

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